Complaint about meters - Format V - Aug'22

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	770	1393	2163	1514	0	1514	649
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	238	1594	1832	1617	1	1618	214
Complaint lodged for burnt meter	3 Days	308	2232	2540	2290	0	2290	250
Complaint lodged for stolen meter	15 Days	1	12	13	12	0	12	1

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned due to the reasons at consumers end
ii) Rejected cases not considered